

**City of Lowell**  
**Job Description**  
**Please Post: October 14, 2016**  
**Deadline: October 28, 2016**  
**Career Center of Lowell**  
**Greater Lowell Workforce Investment Board**  
**Senior Program Manager**

**Job Title:** Senior Program Manager (1100-DH05, 2335)  
**Department:** Career Center/Greater Lowell Workforce Investment Board  
**Reports To:** Director of the Greater Lowell Workforce Investment Board  
**Union:** Non-Union/Ordinance  
**Salary:** \$55,166.80 (min) to \$64,723.88 (max) per City Ordinance  
**Schedule:** Minimum of 35 weekday/workweek hours with some additional early morning and night work

**SUMMARY**

The Senior Program Manager is responsible for working with the Director to ensure achievement of goals and strategies as defined in the local strategic plan and monitoring overall performance for Workforce Development Board Certification. This will include One-Stop Career Center oversight, development and oversight of a Youth Services Strategy and Demand-Driven business strategies and solutions. The Program Manager will assist the Director in the developing and sustaining partnerships with employers and core partner agencies to meet the needs of business and job seekers and leading sector-based initiatives aligned with labor market data. Assist in the implementation of awarded grants to ensure performance and compliance with State and Federal regulations.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Assist the WIB Director in all aspects of achieving the WIB mission, goals and objectives in alignment with the Strategic Plan; update as necessary.
- Utilize scorecard or dashboard type reporting to monitor WDB performance and capture key activities on an on-going basis.
- Oversee One-Stop Career Center performance to ensure overall goals and requirements as outlined in the FY17 OSCC Request for Proposal (RFP) and Contract are in place and are aligned with the criteria as specified in the Workforce Development Board and One-Stop Career Center certification standards and measures.
- Promote GLWDB initiatives through on-going activity with businesses, community and education partners to ensure strong and mutually productive relationships.
- Assist Director in implementing State initiatives, including Demand-Driven 2.0, the Massachusetts State Plan, regional planning and consortium-based sector strategies.
- Assist Director in staffing GLWDB Quarterly Board meetings and Committee meetings as necessary.
- Assist Grant Specialist in identifying and researching grant opportunities and preparing response content.

- Assist in grant systems administration for awarded grant with other identified resources as appropriate.
- Prepare materials for Quarterly Board meetings including presentations and minutes summarizing key points, capturing motions and other Board decisions or action items.
- Communicate and provide information to the Board and Regional partners as necessary; provide critical information for the Board to make informed decisions.
- Analyze labor market data and other key sources of information to identify workforce development challenges and opportunities; establish best practices and innovative solutions.
- Attend State, Regional and local meetings with the Director and/or in the Directors absence as required.
- Work with Youth Program Manager to ensure Youth Vendor Contract management and on-going performance.
- Market the GLWDB through social media and other resources; manage and update website content.
- Attendance required at early morning and early evening meetings as necessary.
- Other duties as assigned or as necessary.

#### **COST ALLOCATION CLASSIFICATION**

The person occupying this position must document and be able to support appropriate allocation of their time. The guidelines to be followed shall be the allocation plan of the City of Lowell/Greater Lowell Workforce Investment Board. This position is funded through the administrative allocations of all agency State and Federal Grant funding sources.

#### **QUALIFICATIONS**

Demonstrated ability to plan, organize, direct and review program objectives and interpret federal, state and local law, policy and procedures related to the Workforce Innovation and Opportunity Act (WIOA). Innovative, forward-thinking, problem-solver with ability to work independently and also in a team environment.

#### **EDUCATION and/or EXPERIENCE**

Bachelor's Degree required; industry certifications including business analyst or program management preferable. Workforce development knowledge and experience working with businesses required. Understanding of strategic planning, implementing a strategic plan and grand administration.

#### **CERTIFICATES, LICENSES, REGISTRATIONS**

Must possess a valid driver's license.

#### **LANGUAGE SKILLS**

Excellent communication skills, both written and oral required, including the ability to present at meetings. Strong interpersonal skills and the ability to take initiative required. Technical expertise in MS Office (Word, Excel, Powerpoint); use of social media and website content management tools highly desirable. Ability to interpret and analyze reports and government regulations. Strong time management skills, ability to prioritize workload, manage multiple projects and adjust as necessary.

**MATHEMATICAL SKILLS**

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rates, ratios, and percentages based on established guidelines published by the State and/or Federal government.

**REASONING ABILITY**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of information and instructions furnished in written, oral diagram, or graphic form.

**OTHER SKILLS & ABILITIES**

Ability to understand and be sensitive to the needs of the economically disadvantaged adults and youth and/or dislocated workers. Ability to develop and maintain effective working relationships with others. Ability to plan, schedule and execute assigned tasks.

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The employee frequently is required to sit. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

The City of Lowell is a smoke and drug free employer and requires physical with drug screen, and CORI post offer.

***Qualified/interested applicants send application/resume to the Human Relations Office, Room 19 City Hall, Lowell, MA 01852 by 4:00 pm on: Deadline ~October 28, 2016. Applicants may also fax application and/or resume to 978-446-7102 or email to [cityjobs@lowellma.gov](mailto:cityjobs@lowellma.gov)***

**EOE/AA/504 Employer**